

Fig. 1

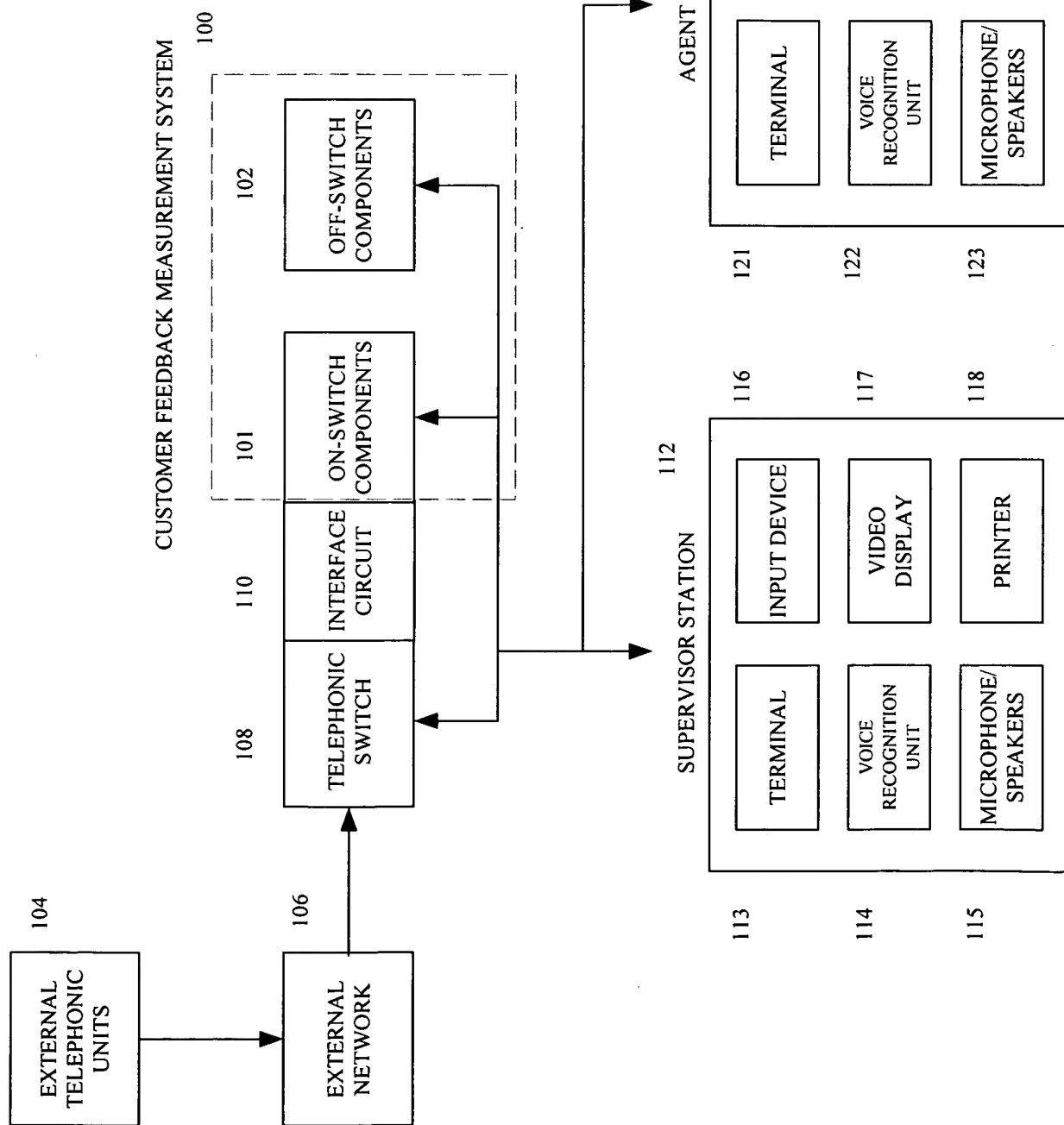


Fig. 2

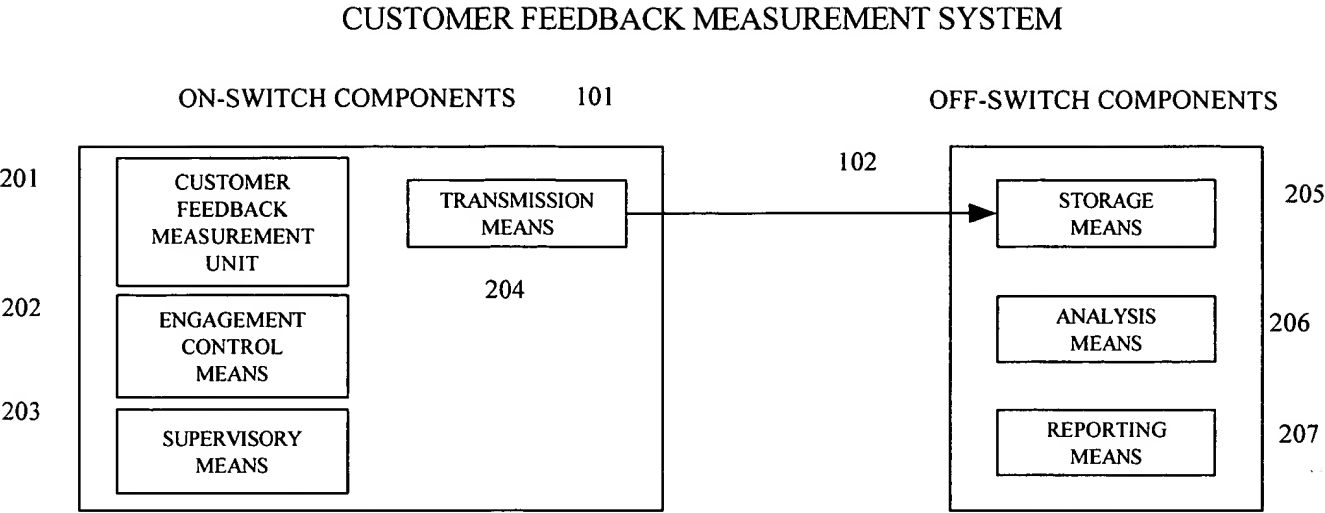


Fig. 3

CUSTOMER FEEDBACK MEASUREMENT UNIT

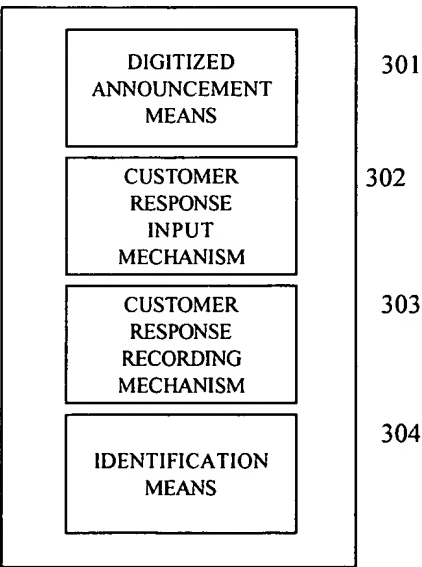


Fig. 4

CUSTOMER RESPONSE INPUT MECHANISM

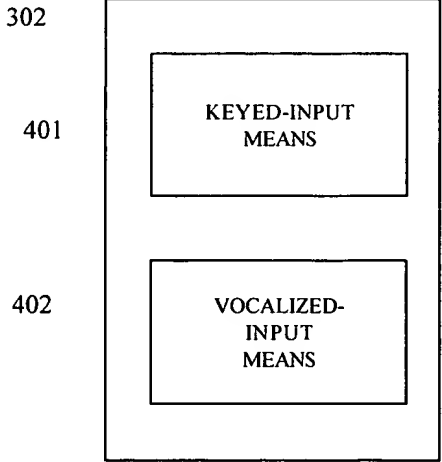
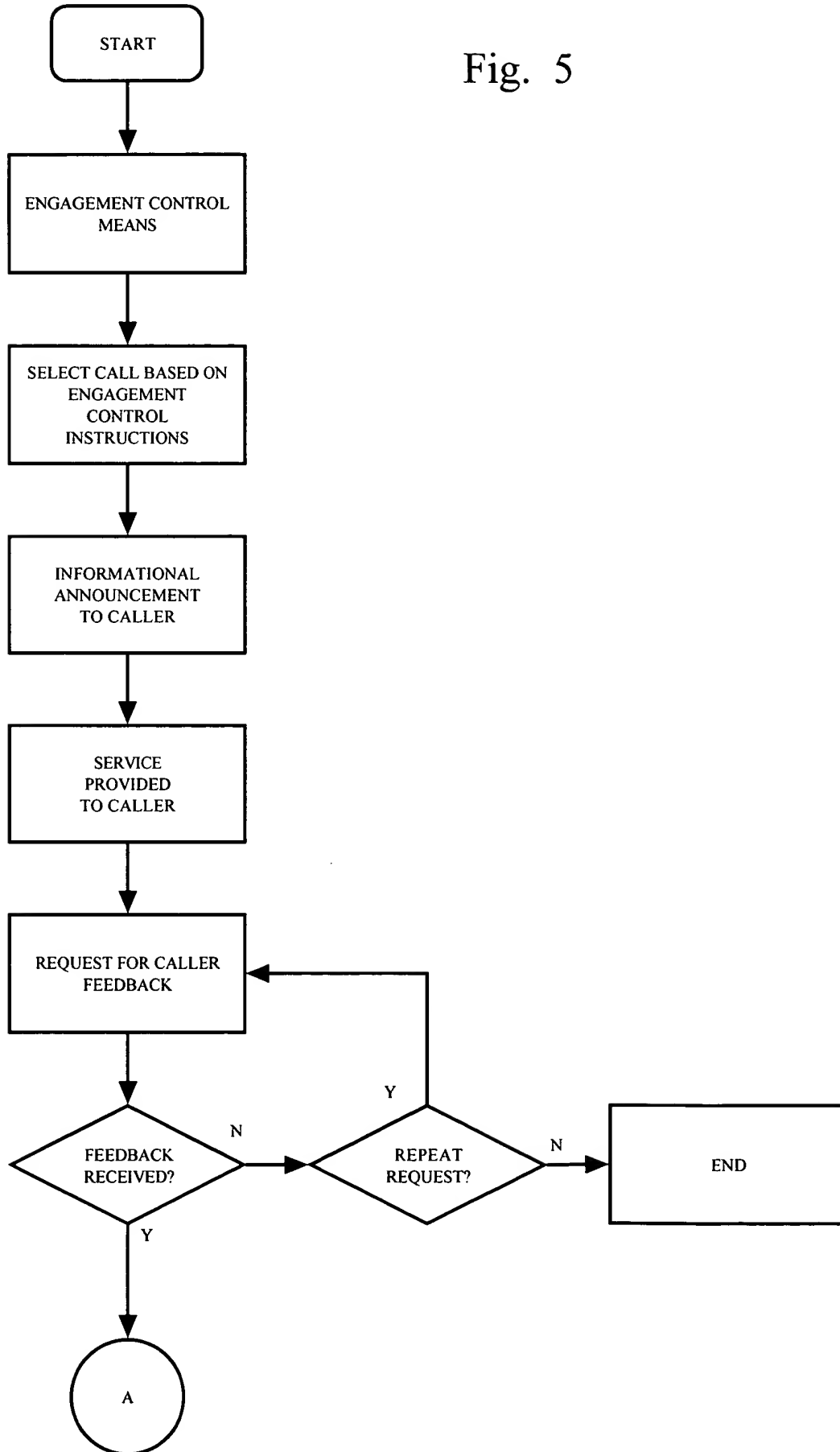
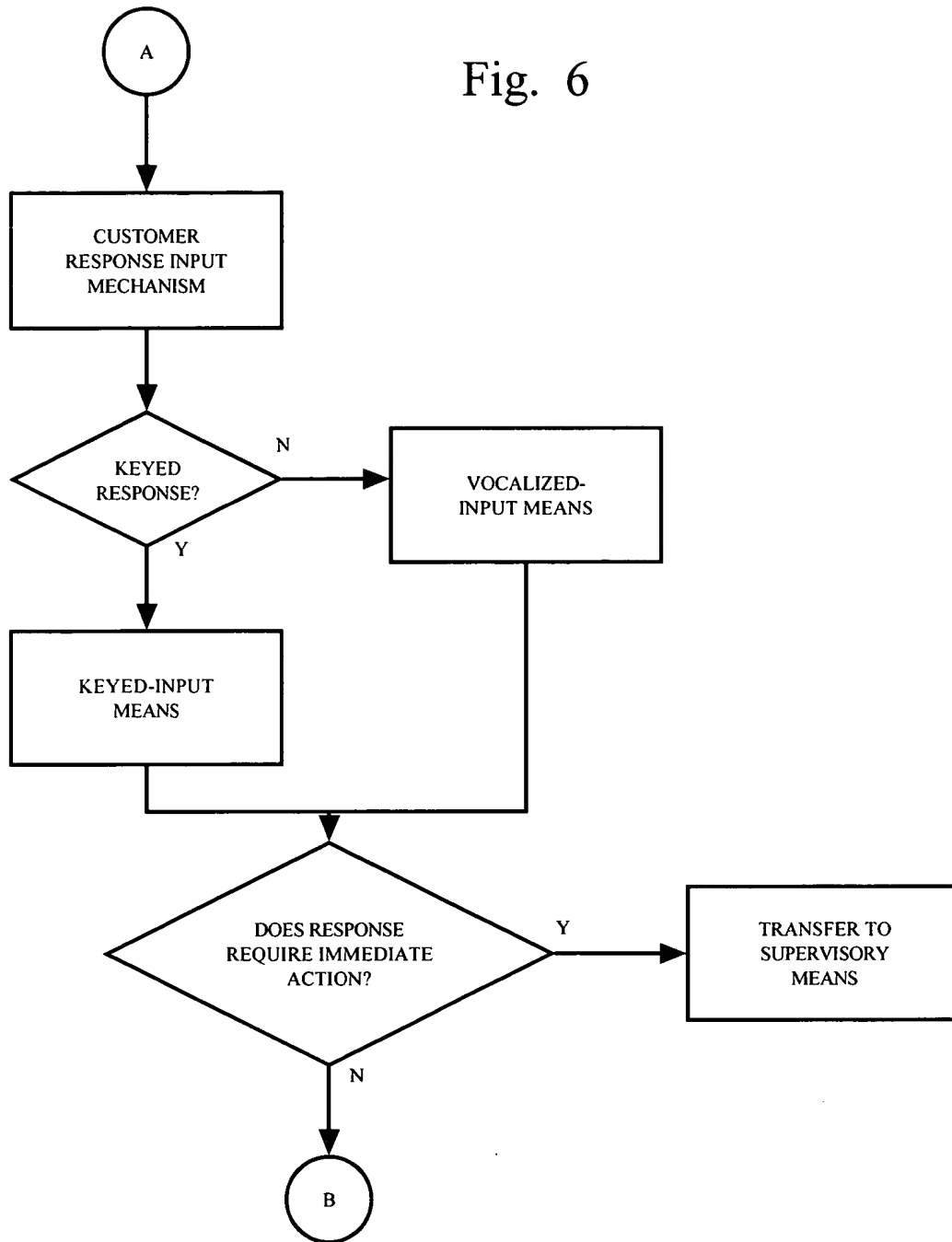


Fig. 5



09365144-030299

Fig. 6



093614-0029

Fig. 7

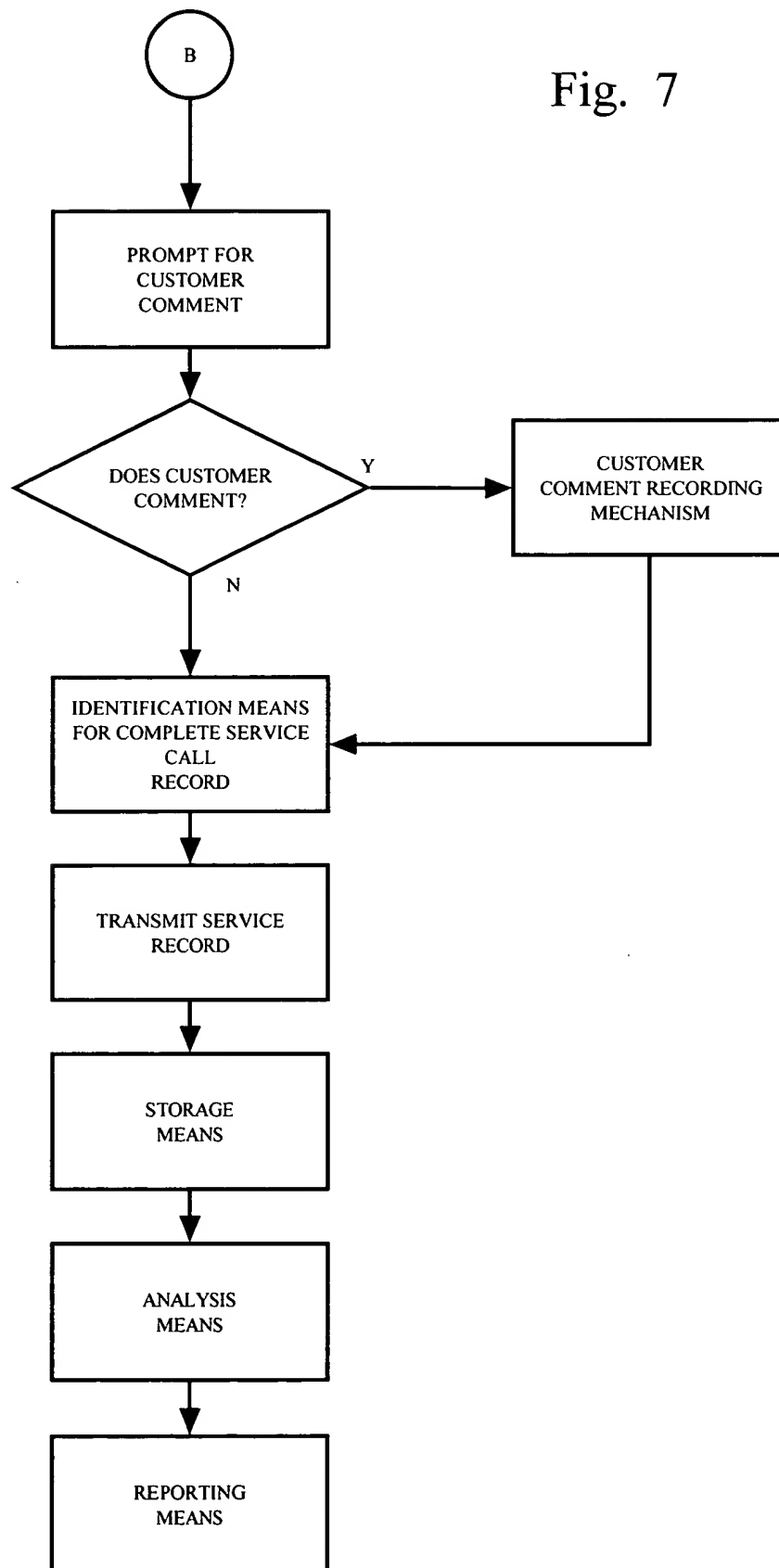


Fig. 8

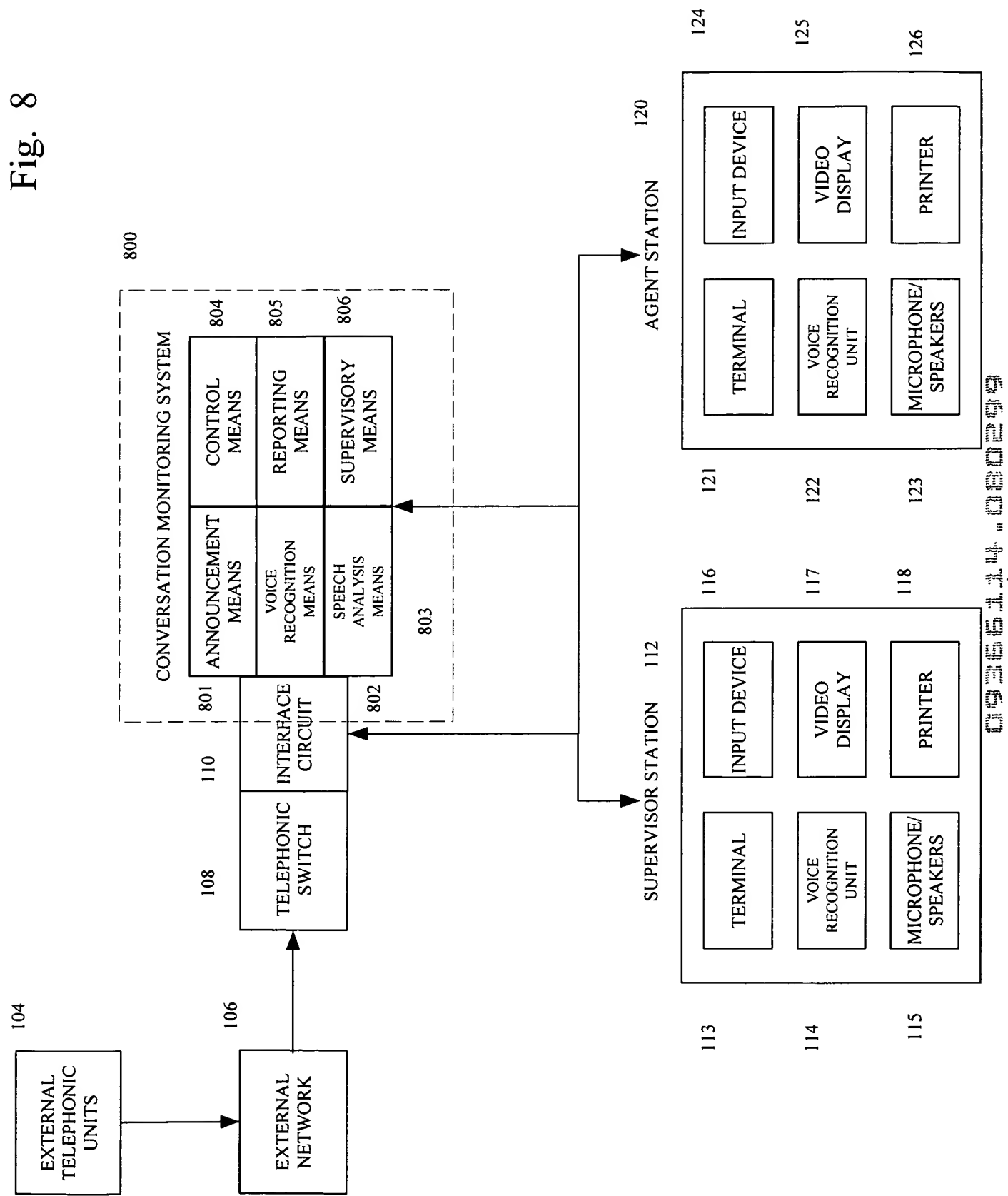
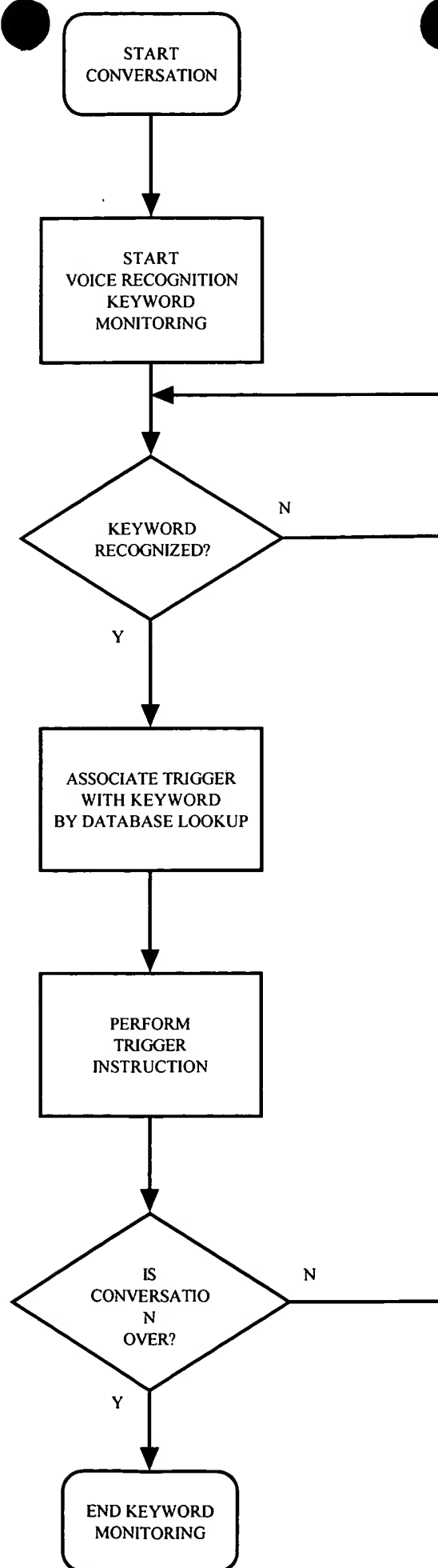


Fig. 9



662080-14-030299

Fig. 10

